

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER DIVISION – WATER DISTRIBUTION & WASTEWATER COLLECTION – LOCATION – 330 WENTWORTH ST. N.)

SUPERVISOR, QUALITY ASSURANCE – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager of Water Distribution & Wastewater Collection, the Supervisor, Quality Assurance will assume responsibility for the implementation and ongoing management of the Quality Assurance/Quality Control program for the Water Distribution and Wastewater Collection Section.

Responsible for the design, implementation and management of systems such as standard operating procedures, operational plans, training and certification management and tracking systems for operator training.

Responsible for the development and delivery of training and presentations to staff related to the Division's operating and management systems as well as health and safety training.

Responsible for ensuring that the Section becomes and remains compliant with accreditation as a Water Operating Authority through the Drinking Water Quality Standard.

Responsible for ensuring that QA/QC, training and reporting programs are provided in accordance with City and Provincial guidelines and in the most efficient and effective manner consistent with the City of Hamilton Mission and Vision.

Assists in the implementation of strategies to improve efficiency and effectiveness. Prepares and reports on the QA/QC services against established benchmarks. Sets above average standards, leads by example and functions as mentor to subordinate staff.

GENERAL DUTIES

Implements and maintains the QA/QC program for the Section to ensure compliance with current drinking water, wastewater, stormwater, environmental and health and safety legislation.

Monitors the QA/QC and H&S programs to ensure service quality, legislative compliance and assists in the development of plans and policies for the Water Distribution and Wastewater Collection Section.

Accountable to the Manager of Water Distribution & Wastewater Collection for ensuring that all operations meet accreditation requirements and that they are provided in accordance with City and Provincial guidelines.

Develops and delivers training related to the Quality Management and Compliance Operating systems as they relate to the Section's responsibilities for water quality and H&S.

Sets above average quality standards.

Ensures regulatory compliance with legislation such as the Ontario Safe Drinking Water Act, O. Reg. 170/03, O. Reg. 128/04, O. Reg. 129/04, the Occupational Health and Safety Act.

Prepares reports as required by Provincial Legislation. Ensures that notifications of exceedance and follow up requirements are carried out as required and that all related documentation is readily retrievable.

Conducts field audits for compliance and works with cross divisional teams to conduct compliance audits. Implements corrective actions when required to ensure compliance.

Develops and maintains training regimes to ensure all certified and licensed staff receive mandated training. Works with agencies and partners to design and deliver training programs. Conducts training as related to aforementioned duties.

Acts as Chair and co-chair for internal committees for compliance and continual improvement.

Ensures that summary reports are produced on time and that the data is protected and readily available.

Acts as the sectional representative on Divisional QA/QC projects.

Provides leadership and direction to staff within the group. Empowers and develops reporting staff to perform their work in an independent manner. Promotes teamwork, integration and excellence within the Water Distribution and Wastewater Collection Section.

Prepares or reviews, as required, technical reports arising out of areas of responsibility for presentation to various committees of the City.

Assists in the preparation of annual draft, current and capital budgets for the group with respect to training and quality assurance expenditures. Projects expenditures and recommends changes where appropriate.

Represents the City on various technical committees and certification organizations.

Performs other duties as assigned which are directly related to the major responsibilities of the position.

QUALIFICATIONS

1. Must possess progressive demonstrated experience working with quality, environmental or health and safety management systems.
2. Must possess experience in the Municipal water, wastewater and stormwater industry.
3. Post-secondary education preferred. Must possess progressive Supervisory experience relevant to the position.
4. Comprehensive experience in the implementation of quality systems, in conjunction with accrediting organizations, and preferably in an operating environment.
5. Working knowledge of ISO 14001/ISO 9001 Standards and Environmental Management Systems: Hazard Analysis and Critical Control Points (HACCP) and the Occupational Health and Safety Act and Regulations for Construction Projects and Industrial Establishments preferred.
6. Demonstrated knowledge of environment, health and safety regulations, associated regulations, policies, procedures, guidelines and other applicable statutes in order to assess regulatory compliance and to develop audit reports and recommend a course of action.
7. Comprehensive experience with Health and Safety legislation and related programs.
8. Previous experience developing and delivering training and presentations to multi-discipline audiences.
9. Demonstrated ability to research and interpret Provincial and Federal legislation.
10. Knowledge of the Ontario Safe Drinking Water Act is an asset.
11. Possesses a demonstrated record of technical competence, customer focus, team advocacy, and commitment to excellence. Possesses a high level of personal integrity.

- 12. Effective leadership, interpersonal, organizational, and presentation skills.
- 13. Must be able to demonstrate the ability to communicate effectively with all levels of staff and the public in both verbal and written form.
- 14. Ability to effectively implement systems and move projects forward.
- 15. Ability to deal effectively with management, clients, peers, staff and the general public.
- 16. Thorough knowledge and understanding of methods, statutes, regulations and by-laws affecting the department/section.
- 17. Computer literacy and proficiency utilizing Microsoft products (Word, Excel, & Outlook) for desktop and analytical purposes.
- 18. Knowledge of collective bargaining process is an asset.
- 19. Must possess a valid Class "G" driver's licence and the provision of a car by the individual for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE:

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
